

2003 Performance Report for Utah Health Plans

**Performance Measures (HEDIS) &
Consumer Satisfaction Survey Results (CAHPS)**

Utah Department of Health
Utah Health Data Committee and the Division of Health Care Financing
December 2003



About This Report

The Utah Health Data Committee is very pleased to present the 7th annual Performance Report for Utah health plans. For the first time, this report includes information about commercial and Medicaid health plans beyond those that are defined as traditional health maintenance organizations (HMOs). Data in this report come from two sources. The first source of data is the Health Plan Employer Data and Information Set (**HEDIS**[®]) collected for measurement year 2002. Only Utah's HMOs collect and report HEDIS measures. The second source of data is the 2003 Consumer Assessment of Health Plans Survey (**CAHPS**[®]). Survey results are presented for seven Utah HMOs as well as the Medicaid fee-for-service and preferred provider network (PPN) plans.

The first goal of this report is to give consumers and those who purchase health care the information they need to select a health plan. A second goal of this report is to provide information to health plans to assist them in improving their service and care. This report is a collaborative effort among the Utah Department of Health (Division of Health Care Financing, Division of Community and Family Health Services, the Utah Health Data Committee) and representatives of the seven HMOs. The health plans that submitted data for this report cover approximately 35% of Utah's insured population.

Health Plans	Website	Phone Number
Commercial:		
Altius Health Plans (Altius)	www.altiushealthplans.com	800-377-4161
CIGNA HealthCare of Utah (Cigna)	www.cigna.com	801-265-2777
IHC Health Plans (IHC)	www.ihc.com	800-538-5038
Regence HealthWise (Regence HW)	www.ut.regence.com	800-624-6519
UnitedHealthcare (United)	www.unitedhealthcare.com	800-624-2942
Medicaid:		
Healthy U (Healthy U)	www.med.utah.edu/uhealthplan/healthyU/members.html	888-271-5870
Molina Healthcare of Utah (Molina)	www.molinahealthcare.com	888-483-0760
IHC PPN	health.utah.gov/medicaid	800-662-9651
Fee For Service (FFS)	health.utah.gov/medicaid	800-662-9651

This report is divided into three sections. The first section describes the **quality of care** (HEDIS) measures for commercial and Medicaid HMOs. Examples of these measures are well-child care for infants and children, preventive care for adults, and care for people with diabetes. The second section describes the results of a survey (CAHPS) that measured people's **satisfaction with the care** they received from their health plan. People who answered the survey rated how they felt about the care and treatment they received from their doctor, how well their health plan provided customer service, and whether they had any problems receiving the health care they felt they needed. The last section of this report includes **information about the people** who took part in the satisfaction survey and lists the **survey questions** that were used to measure satisfaction.

The source for national data contained in this publication is Quality Compass[®] and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass[®] is a registered trademark of NCQA.

*HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

Table of Contents

About This Report	2	Consumer Satisfaction Measures	17
Key Findings	3	Commercial Health Plans	18
About Utah Health Plans	4	Medicaid Health Plans	20
Performance Measures	5	About the People Surveyed	22
Commercial Health Plans	6	Survey Questions Used for Composites	23
Medicaid Health Plans	12	Acknowledgments	24

Key Findings

Commercial Health Plans

- ✍ Compared to **national average scores**, the Utah commercial HMO **performance measure** averages are higher in the areas of adults' access to preventive care, and blood sugar control in clients with diabetes. Commercial HMOs also have a lower C-section rate than the national average.
- ✍ Performance areas with opportunities for improvement include: children's access to preventive care, child and adolescent well-care visits, prenatal and post-partum care, childhood immunizations, breast and cervical cancer screenings, chlamydia screenings in women, and monitoring of clients with diabetes (i.e., eye exam and monitoring for nephropathy).
- ✍ Commercial HMOs are ranked lower than their national counterparts on all **consumer satisfaction measures**. Measures with the greatest difference from national averages include rating of health plan, claims processing, and customer service.

Medicaid Health Plans

- ✍ Medicaid HMOs performed better than **national average scores** on several **performance measures** including: children's access to primary care practitioners, well-child visits in the first 15 months of life, prenatal care, C-section rates, childhood immunizations, adults' access to preventive care, and care for people with diabetes.
- ✍ **Consumer satisfaction surveys** show that the ratings given to Medicaid plans are higher than the national average on nearly all measures including the availability of care, doctor's communication, and courtesy/helpfulness of the office staff. Medicaid plans had lower ratings than the national average on overall plan performance and on customer service.
- ✍ Areas in which Medicaid HMOs need to improve include: well-care visits for children 3 to 6 and for adolescents 12 to 21, breast and cervical cancer screenings, and chlamydia screenings in women.

About Utah Health Plans

About Utah Commercial Plans

	Altius Health Plans	CIGNA HealthCare of Utah	IHC Health Plans	Regence HealthWise	United Healthcare
Counties served by the plan	Beaver Box Elder Cache Carbon Davis Garfield Iron/Juab Kane/Morgan Salt Lake San Juan Sanpete Summit Tooele Uintah/Utah Wasatch Washington Weber	Box Elder Davis Emery Juab Millard Morgan Salt Lake Sanpete Sevier Summit Tooele Utah Wasatch Weber	IHC Care: All Counties Except Grand San Juan IHC SelectMed: All Counties Except Carbon Daggett Emery Grand Kane/Rich San Juan Uintah Washington	Davis Salt Lake Summit Tooele Utah Wasatch	Beaver Box Elder Cache Carbon Davis Iron/Juab Morgan Millard Salt Lake San Juan Sanpete/Sevier Summit Tooele Uintah/Utah Wasatch Washington Weber
Monthly enrollment as of January 2003	160,282	5,729	468,778	17,241	71,557
Board Certified Providers:					
Primary Care	84.1%	85.0%	90.1%	82.1%	90.4%
Obstetricians/Gynecologists	89.0%	82.1%	86.1%	76.6%	93.9%
Pediatricians	96.1%	65.7%	90.1%	100.0%	81.9%
Other Specialists	87.9%	77.6%	89.7%	84.4%	74.5%

About Utah Medicaid Plans

	Healthy U	IHC Preferred Provider Network	Molina Healthcare of Utah
Counties served by the plan	Davis Salt Lake Summit Tooele Utah Weber	Davis Salt Lake Utah Washington	Beaver Cache Davis Garfield Iron/Kane Morgan Salt Lake Summit/Utah Washington Weber
Monthly enrollment as of January 2003	20,246	39,131	36,185
Board Certified Providers:			
Primary Care	Not Reported	Not Applicable	87.3%
Obstetricians/Gynecologists	Not Reported	Not Applicable	88.4%
Pediatricians	Not Reported	Not Applicable	100.0%
Other Specialists	Not Reported	Not Applicable	88.2%

Performance Measures

HEDIS Measures

The performance measures described in this section come from the Health Employer Data Information System (HEDIS), which was developed by the National Committee for Quality Assurance (NCQA). Each year, Health Maintenance Organizations (HMOs) across the country collect HEDIS measures **to see how they are performing in different areas of health care**. HEDIS contains 52 measures across eight different domains (major topic areas) of care. The areas covered by HEDIS include childhood immunizations, cancer screening, care for people with diabetes, and well-visits for both adults and children. The HEDIS measures included in this report represent a core sub-set of the full HEDIS dataset and are based on information from patient visits in 2002. The data collected by each HMO undergo a thorough audit by an NCQA-certified auditor to ensure that the reported HEDIS measures are representative and accurate.

The National Committee for Quality Assurance (NCQA) is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's health plans. To find out more, visit their website at www.ncqa.org

Data Collection

There are two different ways that HMOs can collect HEDIS data: **Administrative** or **Hybrid**. If an HMO uses the administrative method, a staff member uses the HMO's claims database to identify cases and compute the HEDIS measures. If an HMO uses the hybrid method, a staff member first identifies the cases using the claims database, then a health care professional does reviews of medical charts to find additional information about the HEDIS measures. In the tables that follow, measures collected using the administrative method are labeled "**Administrative**" and measures collected using the hybrid method are labeled "**Admin+Chart Review**". Although the hybrid method takes longer and costs more, the reported values for HEDIS measures are usually more accurate than when HMOs use the administrative method. Therefore, differences in HMOs may be because the HMOs differ in quality, OR because the HMOs collected data using different methods. Whenever possible, you should only compare the performance of HMOs that used the same data collection method for a given variable.

"Not Reported" Designation

For some variables, there is a "Not Reported" designation instead of a statistical rate. "Not Reported" means that the HMO chose not to report a rate for that measure. This could be because there was significant problems with the data, or because the data were not audited. All "Not Reported" designations are governed by NCQA reporting rules, and are not reflective of the overall quality of care delivered by the HMO.

Statistical Ratings *

Each HEDIS measure collected by commercial HMOs is compared to the commercial state average for that measure. Using an NCQA-approved method, each measure was then given a **statistical rating** depending on whether that HMO's performance was above, the same, or below the state average. The 95% confidence interval was used to determine statistically significant differences between an HMO's score and the state average. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star means that an HMO's performance is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average for that measure.

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

* Statistical ratings were not computed for Medicaid HMOs since only two HMOs reported HEDIS measures in 2002

Children's Access to Primary Care Practitioners

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Children 12 to 24 Months Old

% of children who had a visit with a primary care practitioner in 2002

Altius	Administrative	97.6%	★★★
Cigna	Administrative	98.2%	★★★
IHC Health Plans	Administrative	97.8%	★★★
Regence HW	Administrative	94.8%	★
United	Not Reported		
National Average: 95.7%		State Average : 97.1%	

Children 25 Months to 6 Years Old

% of children who had a visit with a primary care practitioner in 2002

Altius	Administrative	84.0%	★★★
Cigna	Administrative	83.6%	★★★
IHC Health Plans	Administrative	81.1%	★
Regence HW	Administrative	78.9%	★
United	Not Reported		
National Average: 87.2%		State Average: 81.9%	

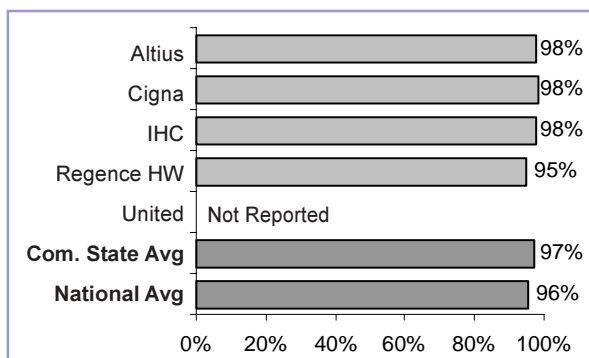
Children 7 to 11 Years Old

% of children who had a visit with a primary care practitioner in 2002

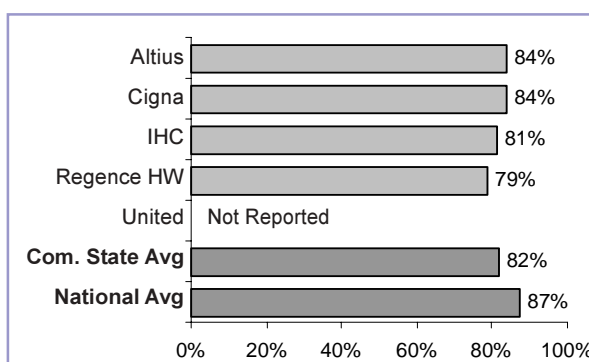
Altius	Administrative	81.0%	★★★
Cigna	Administrative	80.5%	★★★
IHC Health Plans	Administrative	75.6%	★
Regence HW	Administrative	71.4%	★
United	Not Reported		
National Average: 87.4%		State Average: 77.1%	

Statistical rates for each HMO on pages 6 & 7 were calculated by dividing the number of children in each age group who saw a primary care practitioner by the total number of eligible children in that age group.

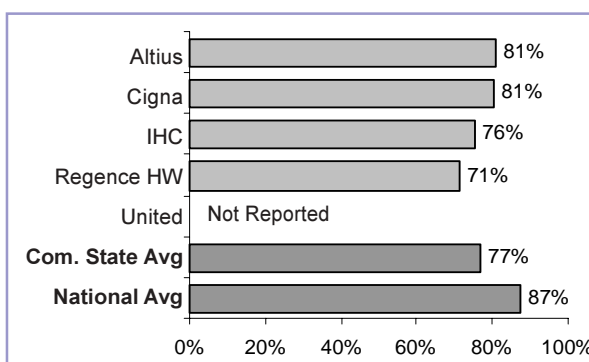
Children 12 to 24 Months Old



Children 25 Months to 6 Years Old



Children 7 to 11 Years Old



⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2002

Altius	Admin+Chart Review	87.8%	★★★
Cigna	Administrative	76.2%	★
IHC Health Plans	Admin+Chart Review	85.2%	★★★
Regence HW	Administrative	72.7%	★
United	Not Reported		
National Average: 80.8%		State Average: 80.5%	

Well-Child Visits in the 3rd/4th/5th & 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2002

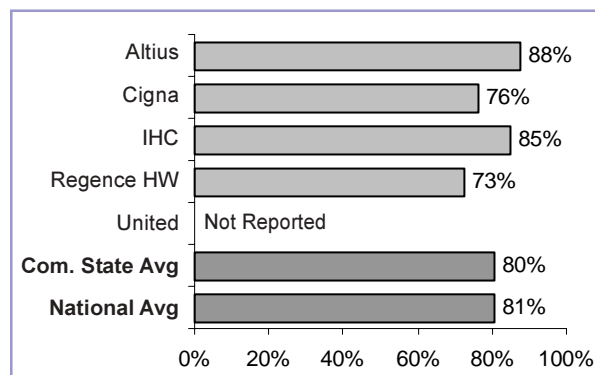
Altius	Admin+Chart Review	57.5%	★★★
Cigna	Administrative	45.4%	★
IHC Health Plans	Administrative	40.4%	★
Regence HW	Administrative	42.0%	★
United	Not Reported		
National Average: 60.4%		State Average: 46.3%	

Adolescent Well-Care Visits: 12 to 21 Years Old

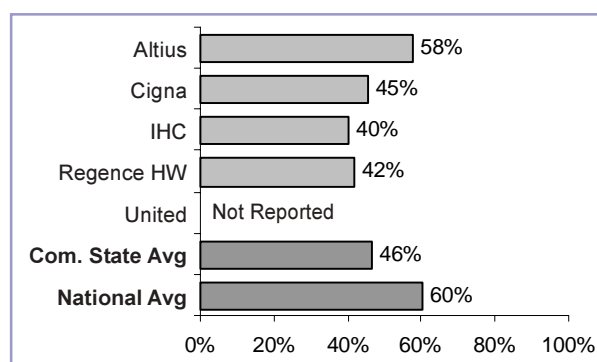
% of adolescents who had at least one well-child visit with a primary care practitioner in 2002

Altius	Admin+Chart Review	35.6%	★★★
Cigna	Administrative	15.9%	★
IHC Health Plans	Admin+Chart Review	27.7%	★★★
Regence HW	Administrative	14.4%	★
United	Not Reported		
National Average: 35.8%		State Average: 23.4%	

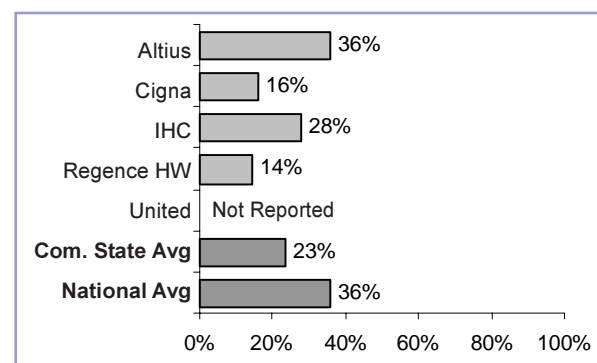
Well-Child Visits in the First 15 Months of Life



Well-Child Visits in the 3rd/4th/5th & 6th Year of Life



Adolescent Well-Care Visits: 12 to 21 Years Old



Statistical Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

Prenatal/Postpartum Care & Childbirth

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Altius	Admin+Chart Review	75.7%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	95.4%	★★★
Regence HW	Administrative	14.8%	★
United	Admin+Chart Review	85.1%	★★★
National Average: 86.7%		State Average: 67.7%	

Cesarean Sections (Lower Rate is Generally Better)

% of women who delivered a live birth by C-section

Altius	Administrative	20.5%	★
Cigna	Administrative	18.2%	★★
IHC Health Plans	Administrative	19.3%	★
Regence HW	Administrative	16.2%	★★★
United	Not Reported		
National Average: 27.5%		State Average: 18.6%	

Vaginal Birth After Cesarean Section

% of women who delivered a live birth vaginally after having a previous C-section

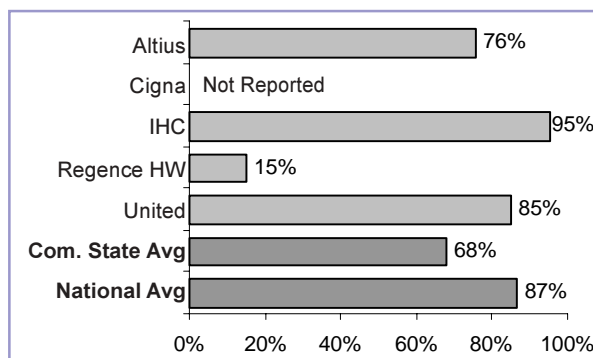
Altius	Administrative	20.0%	★★
Cigna	Administrative	26.1%	★★★
IHC Health Plans	Administrative	25.7%	★★★
Regence HW	Administrative	12.2%	★
United	Not Reported		
National Average: 21.6%		State Average: 21.0%	

Postpartum Care

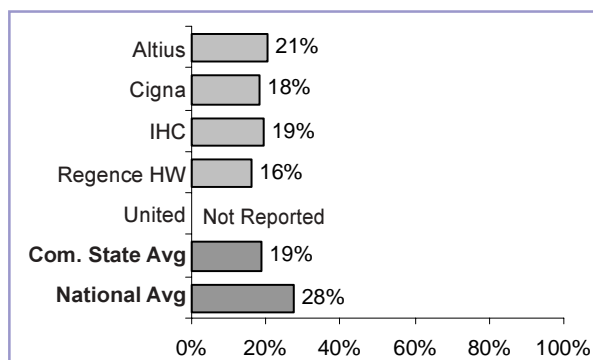
% of new mothers who received a checkup between 21 & 56 days after delivery

Altius	Admin+Chart Review	72.1%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	85.6%	★★★
Regence HW	Administrative	45.5%	★
United	Admin+Chart Review	77.5%	★★★
National Average: 77.0%		State Average: 70.2%	

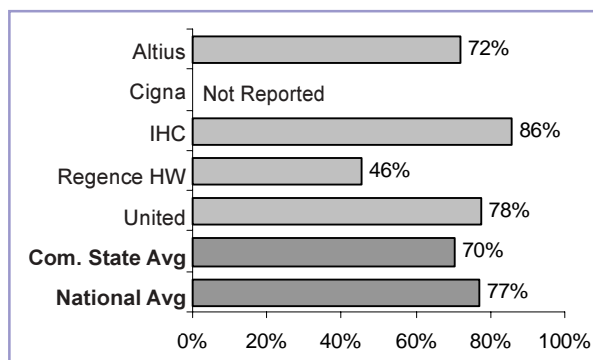
Timeliness of Prenatal Care



Cesarean Sections*



Postpartum Care



* A Cesarean delivery can be lifesaving for mother and/or baby when performed for appropriate medical indications. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation.

⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

Childhood Immunizations

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)

% of children who had four DTaP/DT vaccinations

Altius	Admin+Chart Review	78.2%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	87.4%	★★★
Regence HW	Administrative	64.5%	★
United	Admin+Chart Review	82.0%	★★★
National Average: 80.1%		State Average: 78.0%	

IPV (poliomyelitis)

% of children who had three IPV vaccinations

Altius	Admin+Chart Review	84.3%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	92.9%	★★★
Regence HW	Administrative	67.8%	★
United	Admin+Chart Review	87.8%	★★★
National Average: 86.0%		State Average: 83.2%	

MMR (measles-mumps-rubella)

% of children who had one MMR vaccination

Altius	Admin+Chart Review	89.0%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	93.7%	★★★
Regence HW	Administrative	87.6%	★
United	Admin+Chart Review	90.5%	★★
National Average: 90.1%		State Average: 90.2%	

HiB (haemophilus influenza type B)

% of children who had a minimum of three HiB vaccinations

Altius	Admin+Chart Review	80.8%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	89.5%	★★★
Regence HW	Administrative	63.8%	★
United	Admin+Chart Review	82.5%	★★★
National Average: 83.2%		State Average: 79.2%	

Hepatitis B

% of children who had three hepatitis B vaccinations

Altius	Admin+Chart Review	81.7%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.0%	★★★
Regence HW	Administrative	63.2%	★
United	Admin+Chart Review	82.0%	★★★
National Average: 81.9%		State Average: 79.2%	

VZV (chicken pox)

% of children who had at least one VZV vaccination

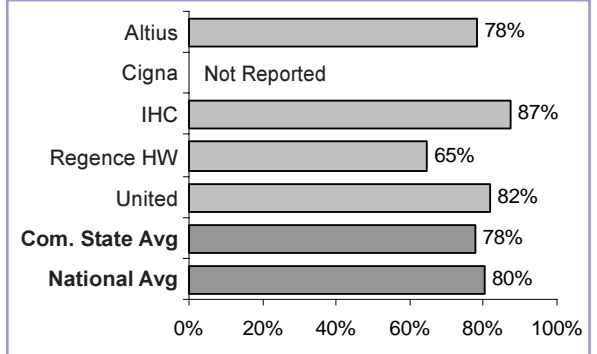
Altius	Admin+Chart Review	77.7%	★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	84.9%	★★★
Regence HW	Administrative	74.9%	★
United	Admin+Chart Review	84.2%	★★★
National Average: 82.0%		State Average: 80.4%	

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

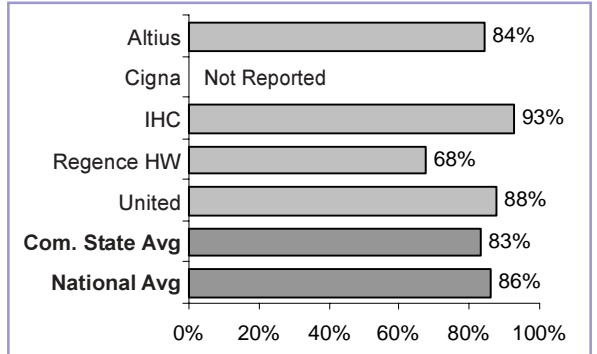
% of children who had all required vaccinations

Altius	Admin+Chart Review	63.8%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	80.5%	★★★
Regence HW	Administrative	43.7%	★
United	Admin+Chart Review	72.0%	★★★
National Average: 68.6%		State Average: 65.0%	

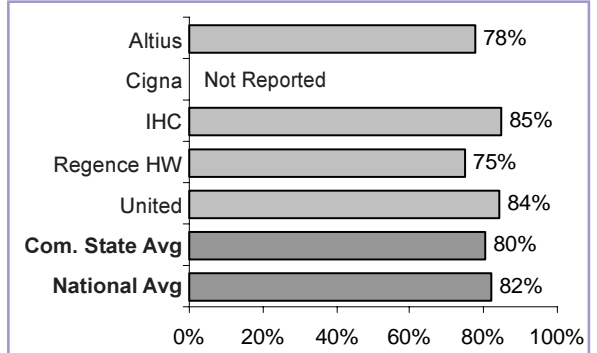
DTaP/DT Vaccinations



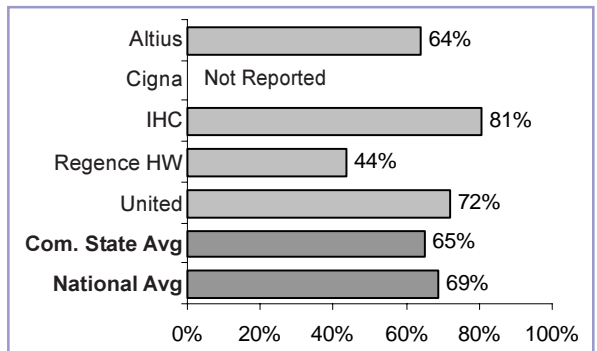
IPV Vaccinations



VZV Vaccinations



Combo 1: DTaP/DT or IPV/MMR/Hep B/HiB Vaccinations



All vaccinations must be completed by the child's second birthday.

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Altius	Admin+Chart Review	63.9%	★★
Cigna	Administrative	66.1%	★★
IHC Health Plans	Admin+Chart Review	70.3%	★★★
Regence HW	Administrative	61.2%	★
United	Administrative	66.2%	★★
National Average: 74.9%		State Average: 65.5%	

Cervical Cancer Screening

% of women aged 18 to 64 who had one or more Pap tests within the past three years

Altius	Admin+Chart Review	71.1%	★
Cigna	Administrative	69.5%	★
IHC Health Plans	Admin+Chart Review	82.7%	★★★
Regence HW	Administrative	67.4%	★
United	Administrative	77.7%	★★★
National Average: 80.5%		State Average: 73.7%	

Chlamydia Screening in Women

% of sexually active women aged 16 to 26 who had at least one test for chlamydia in 2002

Altius	Administrative	14.9%	★★★
Cigna	Administrative	9.1%	★
IHC Health Plans	Administrative	13.3%	★★
Regence HW	Not Reported		
United	Administrative	15.7%	★★★
National Average: 25.4%		State Average: 13.3%	

Adults' Access to Preventive Care: 20 to 44 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	91.3%	★★
Cigna	Administrative	91.7%	★★★
IHC Health Plans	Administrative	91.8%	★★★
Regence HW	Administrative	90.4%	★
United	Not Reported		
National Average: 92.0%		State Average: 91.3%	

Adults' Access to Preventive Care: 45 to 64 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

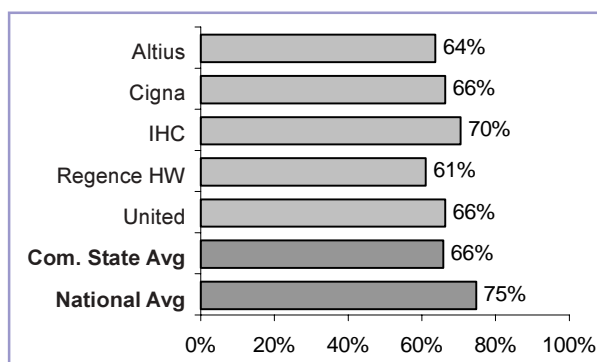
Altius	Administrative	95.9%	★★★
Cigna	Administrative	94.8%	★★
IHC Health Plans	Administrative	95.1%	★★★
Regence HW	Administrative	93.5%	★
United	Not Reported		
National Average: 94.2%		State Average: 94.8%	

Adults' Access to Preventive Care: 65 and older

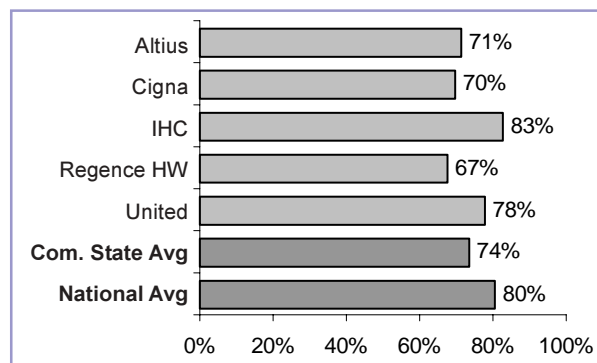
% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	97.7%	★★
Cigna	Administrative	98.3%	★★★
IHC Health Plans	Administrative	97.8%	★★★
Regence HW	Administrative	95.8%	★
United	Not Reported		
National Average: 95.2%		State Average: 97.4%	

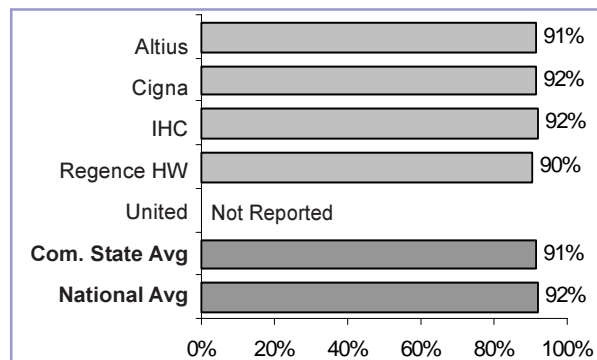
Breast Cancer Screening



Cervical Cancer Screening



Adults' Access to Preventive Care: 20 to 44 Years



⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Hemoglobin A1c Testing (test of blood sugar level)

% who had one or more HbA1c tests in 2002

Altius	Admin+Chart Review	83.1%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.5%	★★★
Regence HW	Admin+Chart Review	76.8%	★
United	Admin+Chart Review	83.0%	★★
National Average: 82.6%		State Average: 83.3%	

HbA1c Poorly Controlled (lower rate is better)

% who had HbA1c level >9.5% at their most recent test within the past year

Altius	Admin+Chart Review	44.0%	★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	21.4%	★★★
Regence HW	Not Reported		
United	Admin+Chart Review	43.8%	★
National Average: 33.9%		State Average: 36.4%	

Eye Exam

% who had a retinal exam by an eye care professional within the past year

Altius	Admin+Chart Review	45.8%	★★
Cigna	Administrative	26.5%	★
IHC Health Plans	Admin+Chart Review	62.0%	★★★
Regence HW	Admin+Chart Review	42.9%	★
United	Admin+Chart Review	48.9%	★★★
National Average: 51.7%		State Average: 45.2%	

LDL-C Screening (cholesterol)

% who had an LDL-C screening test performed within the past two years

Altius	Admin+Chart Review	80.8%	★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	91.7%	★★★
Regence HW	Admin+Chart Review	78.4%	★
United	Admin+Chart Review	84.4%	★★
National Average: 85.1%		State Average: 83.8%	

LDL-C Control

% who had LDL level less than 130 mg/dL

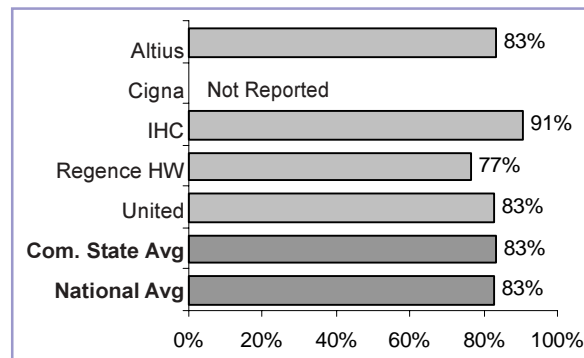
Altius	Admin+Chart Review	45.1%	★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	69.8%	★★★
Regence HW	Not Reported		
United	Admin+Chart Review	53.0%	★
National Average: 54.8%		State Average: 56.0%	

Monitoring for Diabetic Nephropathy

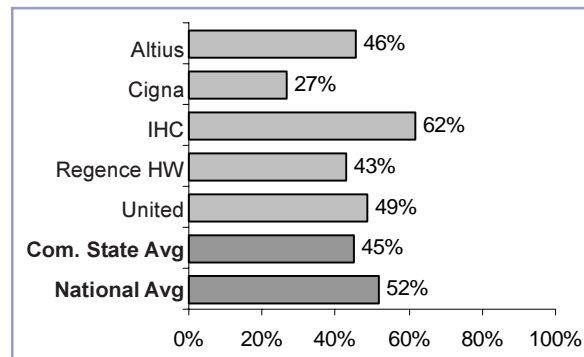
% who had kidney disease (nephropathy) monitored

Altius	Admin+Chart Review	54.6%	★★★
Cigna	Administrative	34.1%	★
IHC Health Plans	Admin+Chart Review	64.5%	★★★
Regence HW	Admin+Chart Review	37.8%	★
United	Admin+Chart Review	55.2%	★★★
National Average: 51.8%		State Average: 49.3%	

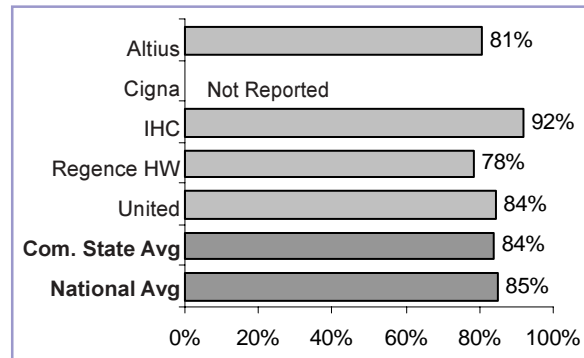
Hemoglobin A1c Testing



Eye Exam



LDL-C Screening



Measures on page 11 were collected for people in each HMO between the ages of 18 and 75 and who have diabetes. Rates were calculated by dividing the number of people who received the test by the total number of people with diabetes.

**Statistical
Ratings**

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

HMO	Data Collection Method	Rate
Children's Access to Primary Care Practitioners: 12 to 24 Months Old		
<i>% children who had a visit with a primary care practitioner in 2002</i>		
Healthy U	Administrative	95.9%
Molina	Administrative	98.4%
National Average: 91.1%		

Star ratings and state averages were not computed for Medicaid HMOs since only two HMOs provide services to Medicaid clients in Utah. Performance measures should be compared to the national average.

Children's Access to Primary Care Practitioners: 25 months to 6 Years Old		
<i>% children who had a visit with a primary care practitioner in 2002</i>		
Healthy U	Administrative	80.0%
Molina	Administrative	86.7%
National Average: 80.0%		

Children's Access to Primary Care Practitioners: 7 to 11 Years Old		
<i>% children who had a visit with a primary care practitioner in 2002</i>		
Healthy U	Administrative	81.8%
Molina	Administrative	86.0%
National Average: 80.3%		

Statistical rates for each HMO on page 12 were calculated by dividing the number of children in each age group who saw a primary care practitioner by the total number of eligible children in that age group.

HMO	Data Collection Method	Rate
Well-Child Visits in the First 15 Months of Life		
<i>% of children who had five or more well-child visits with a primary care practitioner in 2002</i>		
Healthy U	Administrative	76.1%
Molina	Admin+Chart Review	84.3%
National Average: 61.9%		

Well-Child Visits in the 3rd/4th/5th & 6th Year of Life		
<i>% of children who had one or more well-child visits with a primary care practitioner in 2002</i>		
Healthy U	Administrative	45.8%
Molina	Admin+Chart Review	57.8%
National Average: 58.2%		

Adolescent Well-Care Visits: 12 to 21 Years Old		
<i>% of adolescents who had at least one well-child visit with a primary care practitioner in 2002</i>		
Healthy U	Administrative	25.2%
Molina	Admin+Chart Review	42.6%
National Average: 37.0%		

⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate
-----	------------------------	------

Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Healthy U	Administrative	86.8%
Molina	Admin+Chart Review	94.0%

National Average: 70.4%

Frequency of Ongoing Prenatal Care, <21% (Lower rate is better)

% pregnant women who received less than 21% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	5.0%
Molina	Admin+Chart Review	2.9%

National Average: 27.6%

Frequency of Ongoing Prenatal Care, 21% to 40%

% pregnant women who received 21% to 40% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	0.8%
Molina	Admin+Chart Review	3.3%

National Average: 7.9%

Frequency of Ongoing Prenatal Care, 41% to 60%

% pregnant women who received 41% to 60% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	3.9%
Molina	Admin+Chart Review	12.0%

National Average: 9.4%

Frequency of Ongoing Prenatal Care, 81+ %

% pregnant women who received greater than 81% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	84.3%
Molina	Admin+Chart Review	53.9%

National Average: 41.0%

* A Cesarean delivery can be lifesaving for mother and/or baby when performed for appropriate medical indications. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation.

HMO	Data Collection Method	Rate
-----	------------------------	------

Cesarean Sections (Lower Rate is Generally Better*)

% of women who delivered a live birth by C-section

Healthy U	Administrative	16.6%
Molina	Administrative	18.7%

National Average: 23.0%

Vaginal Birth After Cesarean Section

% of women who delivered a live birth vaginally after having a previous C-section

Healthy U	Administrative	34.6%
Molina	Administrative	21.9%

National Average: 28.2%

Postpartum Care

% of new mothers who received a checkup between 21 & 56 days after delivery

Healthy U	Admin+Chart Review	41.7%
Molina	Admin+Chart Review	71.9%

National Average: 52.1%

HMO	Data Collection Method	Rate
-----	------------------------	------

DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)

% of children who had four DTaP/DT vaccinations

Healthy U	Admin+Chart Review	76.0%
Molina	Admin+Chart Review	66.0%
National Average: 69.4%		

IPV (poliomyelitis)

% of children who had three IPV vaccinations

Healthy U	Admin+Chart Review	86.3%
Molina	Admin+Chart Review	79.7%
National Average: 80.2%		

MMR (measles-mumps-rubella)

% of children who had one MMR vaccination

Healthy U	Admin+Chart Review	89.7%
Molina	Admin+Chart Review	79.9%
National Average: 84.4%		

HiB (haemophilus influenza type B)

% of children who had a minimum of three HiB vaccinations

Healthy U	Admin+Chart Review	79.5%
Molina	Admin+Chart Review	71.3%
National Average: 73.8%		

All vaccinations must be completed by the child's second birthday.

HMO	Data Collection Method	Rate
-----	------------------------	------

Hepatitis B

% of children who had three hepatitis B vaccinations

Healthy U	Admin+Chart Review	74.7%
Molina	Admin+Chart Review	70.9%
National Average: 76.2%		

VZV (chicken pox)

% of children who had at least one VZV vaccination

Healthy U	Admin+Chart Review	85.6%
Molina	Admin+Chart Review	68.7%
National Average: 76.4%		

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

% of children who had all required vaccinations

Healthy U	Admin+Chart Review	58.9%
Molina	Admin+Chart Review	57.0%
National Average: 57.7%		

➡ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

Preventive Care for Adults

Performance Measures Medicaid HMOs

HMO	Data Collection Method	Rate
-----	------------------------	------

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Healthy U	Administrative	50.6%
Molina	Administrative	49.8%
National Average: 56.0%		

Cervical Cancer Screening

% of women 18 to 64 who had one or more Pap tests within the past three years

Healthy U	Admin+Chart Review	56.5%
Molina	Admin+Chart Review	66.4%
National Average: 62.2%		

Chlamydia Screening in Women

% of sexually active women aged 16 to 26 who had at least one test for chlamydia in 2002

Healthy U	Administrative	28.1%
Molina	Administrative	34.0%
National Average: 40.9%		

HMO	Data Collection Method	Rate
-----	------------------------	------

Adults' Access to Preventive Care: 20 to 44 Years

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	80.4%
Molina	Administrative	85.2%
National Average: 75.8%		

Adults' Access to Preventive Care: 45 to 64 Years

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	87.7%
Molina	Administrative	88.5%
National Average: 82.0%		

Adults' Access to Preventive Care: 65 and older

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	89.6%
Molina	Administrative	89.9%
National Average: 79.0%		

HMO	Data Collection Method	Rate
-----	------------------------	------

Hemoglobin A1c Testing (test of blood sugar level)

% who had one or more HbA1c tests in 2002

Healthy U	Admin+Chart Review	74.1%
Molina	Admin+Chart Review	83.1%
National Average: 73.0%		

HbA1c Poorly Controlled (Lower rate is better)

% who had HbA1c level > 9.5% at their most recent test within the past year

Healthy U	Admin+Chart Review	10.0%
Molina	Admin+Chart Review	25.8%
National Average: 48.9%		

Eye Exam

% who had a retinal exam by an eye care professional within the past year

Healthy U	Admin+Chart Review	66.9%
Molina	Admin+Chart Review	63.7%
National Average: 46.8%		

Measures on page 16 were collected for people in each HMO between the ages of 18 and 75 and who have diabetes. Rates were calculated by dividing the number of people who received the test by the total number of people with diabetes.

HMO	Data Collection Method	Rate
-----	------------------------	------

LDL-C Screening (cholesterol)

% who had an LDL-C screening test performed within the past two years

Healthy U	Admin+Chart Review	66.5%
Molina	Admin+Chart Review	75.0%
National Average: 70.8%		

LDL-C Level

% who had LDL level less than 130 mg/dL

Healthy U	Admin+Chart Review	49.4%
Molina	Admin+Chart Review	54.8%
National Average: 43.3%		

Monitoring for Diabetic Nephropathy

% who had kidney disease (nephropathy) monitored

Healthy U	Admin+Chart Review	43.0%
Molina	Admin+Chart Review	56.5%
National Average: 48.2%		

⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

Consumer Satisfaction Measures

The measures in this section come from the **Consumer Assessment of Health Plans Survey (CAHPS)**. CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ) and has been used by health plans across the country. The Utah Department of Health has conducted a satisfaction survey of health plan enrollees every year beginning in 1996. Since 2001, we have alternated between surveying child enrollees (in even-numbered years) and adult enrollees (in odd-numbered years). The Utah Department of Health and seven of the Utah health plans selected The Myers Group to conduct the satisfaction survey for 2003. The mail portion of the survey began in March and follow-up telephone surveys were conducted in May. All members who were at least 18 years old and enrolled in the health plan were eligible to participate. A total of 2,146 people enrolled in commercial HMOs and 2,069 people enrolled in Medicaid health plans answered the survey. The people who participated in the survey answered questions about how well they thought their health plan performed in a variety of areas. These included questions about how well they were treated by their personal doctor or nurse as well as by the office staff. It also included questions about how easy it was to get care when they needed it or get help from customer service when they had a problem.

For the first time, results for the Medicaid survey include two Medicaid HMOs as well as two additional Medicaid Health Plans: fee-for-service and IHC PPN (formerly IHC Access). IHC Access changed from an HMO product to a Preferred Provider Network (PPN) in October of 2002. IHC PPN members must still use IHC Providers, but administrative functions such as prior authorization and claims payment are now done by the State Medicaid Program. Most Medicaid clients who live in the urban counties of Utah (Davis, Salt Lake, Utah, and Weber counties) must enroll in one of three health plans: Healthy U, IHC PPN, or Molina. Most clients living in the rural counties of Utah are under the regular Medicaid fee-for-service program. Clients in the fee-for-service program may go to any Medicaid provider for services.

About the Commercial Survey

	Altius	Cigna	HealthWise	IHC	United
Response Rate	45.5%	41.4%	38.2%	41.5%	38.4%
Total Respondents	485	413	411	442	395

About the Medicaid Survey

	Fee-for-Service	Healthy U	IHC PPN	Molina
Response Rate	50.4%	42.2%	47.8%	43.0%
Total Respondents	655	523	353	538

Statistical Ratings*

Stars compare each health plan's rating or composite score to **the Utah average** (separate averages for commercial and Medicaid health plans). The 95% confidence interval was used to determine statistically significant differences between a health plan's score and the state average. Three stars indicate that a health plan's performance on a particular measure is significantly above the state average, while one star means that a health plan's performance is significantly below the state average. Two stars indicate that a health plan's performance on a particular measure is not significantly different from the state average. A standardized NCQA data analysis program was used to compute the star ratings.

- ★★★ **Higher** Health plan score is significantly above the average for Utah
- ★★ **Average** Health plan score is neither higher nor lower than the Utah average
- ★ **Lower** Health plan score is significantly below the average for Utah

Member Satisfaction

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Altius	52.8%	★★
Cigna	48.1%	★★
IHC	57.9%	★★★
Regence HW	54.5%	★★
United	43.3%	★
National Average: 61.3%		State Average: 51.3%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Altius	72.3%	★★
Cigna	65.1%	★★
IHC	77.8%	★★★
Regence HW	69.5%	★★
United	70.6%	★★
National Average: 75.1%		State Average: 71.1%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Altius	75.4%	★★
Cigna	67.0%	★
IHC	78.2%	★★
Regence HW	76.5%	★★
United	75.5%	★★
National Average: 75.0%		State Average: 74.5%

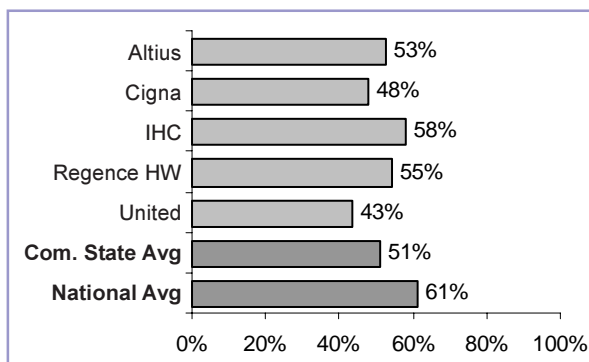
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

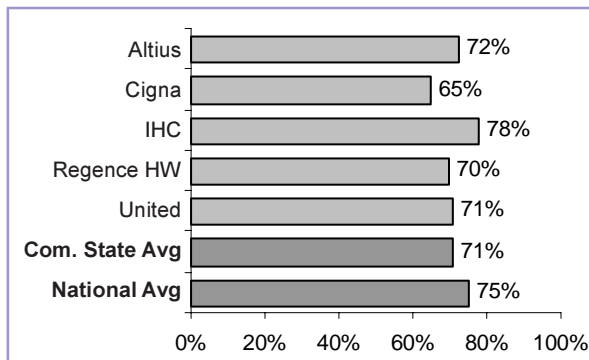
Altius	71.8%	★★
Cigna	71.0%	★★
IHC	70.2%	★★
Regence HW	72.3%	★★
United	76.8%	★★★
National Average: 76.0%		State Average: 72.4%

See page 22 for information about the people who answered the survey

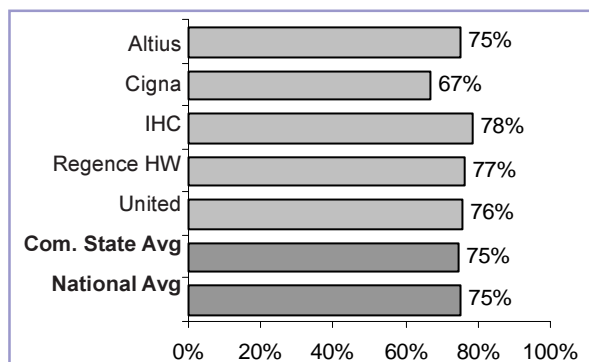
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

Quality of Access and Care

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Altius	76.5%	★★
Cigna	74.5%	★★
IHC	80.6%	★★★
Regence HW	73.6%	★
United	74.1%	★★
National Average: 77.6%	State Average: 75.9%	

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	90.2%	★★
Cigna	86.2%	★
IHC	93.4%	★★★
Regence HW	90.1%	★★
United	91.0%	★★
National Average: 91.0%	State Average: 90.2%	

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Altius	91.9%	★★
Cigna	89.5%	★★
IHC	94.2%	★★★
Regence HW	91.8%	★★
United	91.2%	★★
National Average: 92.1%	State Average: 91.7%	

Claims Processing

% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	83.2%	★★
Cigna	71.6%	★
IHC	91.5%	★★★
Regence HW	82.7%	★★
United	71.5%	★
National Average: 85.4%	State Average: 80.1%	

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

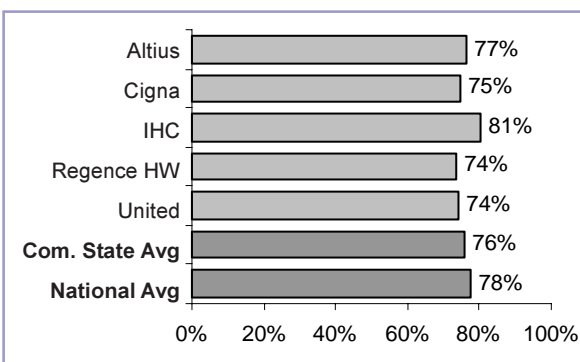
Altius	77.2%	★★★
Cigna	65.8%	★
IHC	78.8%	★★★
Regence HW	74.3%	★★
United	72.1%	★★
National Average: 76.9%	State Average: 73.6%	

Customer Service

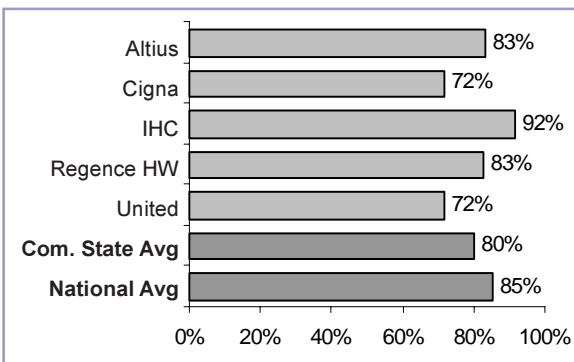
% of people who said getting customer service was 'Not a Problem'

Altius	66.9%	★★★
Cigna	62.7%	★★
IHC	72.9%	★★★
Regence HW	64.4%	★★
United	58.9%	★
National Average: 70.4%	State Average: 65.2%	

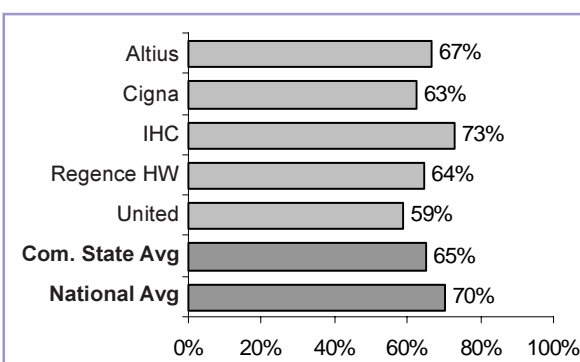
Getting Care Quickly



Claims Processing



Customer Service



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see page 23 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

Member Satisfaction

Consumer Satisfaction Measures Medicaid Health Plans

HMO	Rate	Statistical Rating
-----	------	--------------------

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Fee-for-Service	63.4%	★★
Healthy U	67.9%	★★
IHC PPN	66.9%	★★
Molina	65.0%	★★
National Average: 69.7%		State Average: 65.8%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Fee-for-Service	69.4%	★
Healthy U	76.9%	★★
IHC PPN	77.2%	★★
Molina	74.5%	★★
National Average: 71.9%		State Average: 74.5%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Fee-for-Service	80.1%	★★
Healthy U	81.5%	★★
IHC PPN	85.0%	★★
Molina	80.4%	★★
National Average: 76.2		State Average: 81.8%

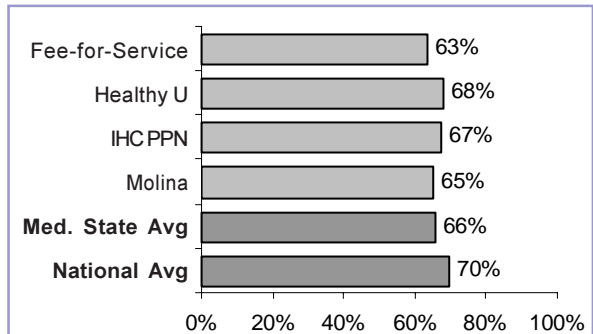
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

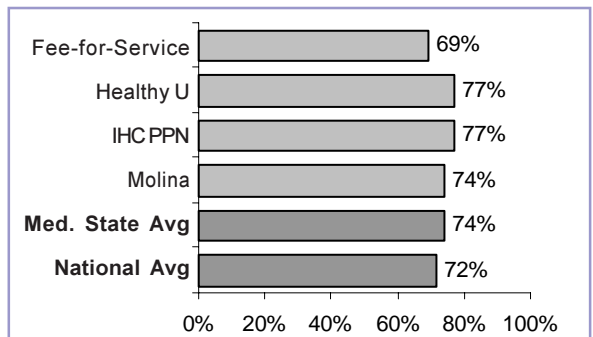
Fee-for-Service	77.2%	★★
Healthy U	76.4%	★★
IHC PPN	76.8%	★★
Molina	72.5%	★★
National Average: 74.1%		State Average: 75.7%

See page 22 for information about the people who answered the survey

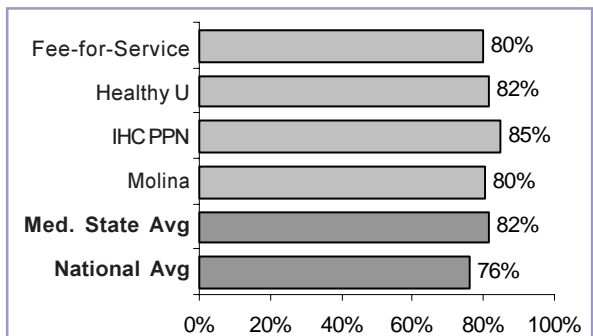
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

⇒ **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 35% of Utah's insured population is covered by one of the plans in this report.

Quality of Access and Care

Consumer Satisfaction Measures Medicaid Health Plans

HMO	Rate	Statistical Rating
-----	------	--------------------

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Fee-for-Service	77.0%	★★
Healthy U	75.5%	★★
IHC PPN	78.0%	★★
Molina	77.3%	★★
National Average: 72.3%	State Average: 77.0%	

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Fee-for-Service	88.4%	★★
Healthy U	89.4%	★★
IHC PPN	88.5%	★★
Molina	88.9%	★★
National Average: 85.9%	State Average: 88.8%	

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Fee-for-Service	90.9%	★★
Healthy U	92.6%	★★
IHC PPN	91.3%	★★
Molina	91.3%	★★
National Average: 88.6%	State Average: 91.5%	

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Fee-for-Service	71.5%	★
Healthy U	75.7%	★★★
IHC PPN	74.1%	★★
Molina	71.9%	★★
National Average: 72.4%	State Average: 73.3%	

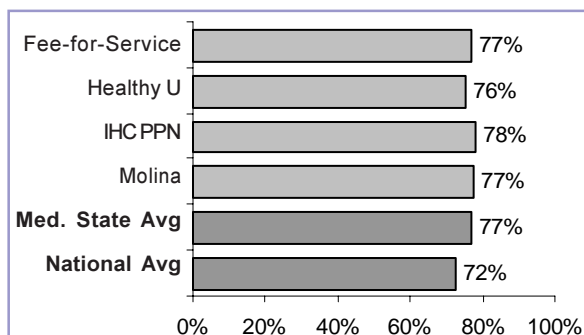
Customer Service

% of people who said getting customer service was 'Not a Problem'

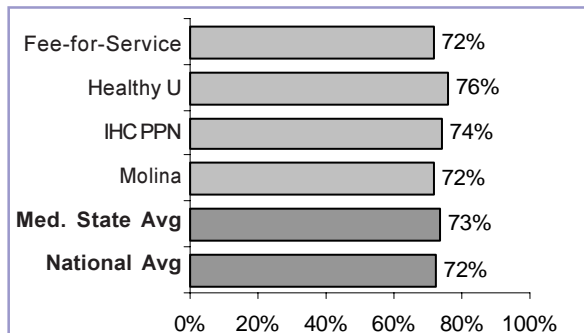
Fee-for-Service	55.4%	★★
Healthy U	55.9%	★★
IHC PPN	44.6%	★
Molina	63.7%	★★★
National Average: 67.4%	State Average: 54.9%	

Note: Customer service for IHC PPN is handled by the Utah Medicaid program

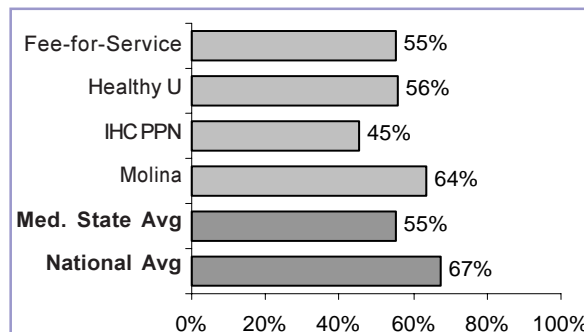
Getting Care Quickly



Getting Needed Care



Customer Service



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see page 23 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ **Higher** Health plan score is significantly above the average for Utah Medicaid health plans
- ★★ **Average** Health plan score is neither higher nor lower than the Utah Medicaid health plans average
- ★ **Lower** Health plan score is significantly below the average for Utah Medicaid health plans

About the People Surveyed

Commercial HMO Enrollees

		Altius	Cigna	IHC	Regence HealthWise	United	UT Commercial HMO Average
Overall Health Status	Excellent	20%	21%	27%	17%	23%	22%
	Very good	40%	40%	46%	49%	37%	42%
	Good	30%	33%	22%	27%	27%	28%
	Fair	9%	5%	5%	6%	11%	7%
	Poor	2%	2%	0%	1%	2%	1%
Age	18 to 34	29%	36%	39%	35%	32%	34%
	35 to 44	19%	29%	23%	28%	22%	24%
	45 to 54	28%	22%	23%	22%	27%	24%
	55 to 64	18%	11%	11%	12%	16%	14%
	65 or older	6%	1%	4%	4%	3%	4%
Gender	Male	43%	37%	31%	46%	34%	38%
	Female	57%	63%	69%	54%	66%	62%
Education	Less than high school	3%	2%	2%	1%	3%	2%
	HS diploma or GED	19%	21%	18%	20%	24%	20%
	Some college	45%	50%	46%	47%	43%	46%
	4 year degree or higher	33%	27%	35%	32%	30%	31%
Race*	White	94.8%	89.5%	95.4%	92.2%	94.5%	93.3%
	Hispanic	3.2%	6.1%	2.3%	3.7%	5.5%	4.2%
	Black or African-American	0.6%	0.2%	0.5%	0.5%	0.0%	0.4%
	Asian	1.5%	3.2%	1.2%	1.7%	2.1%	1.9%
	Native Hawaiian or Pacific Islndr	0.4%	1.5%	0.5%	1.5%	0.0%	0.8%
	Amer Indian or Alaska Native	0.6%	1.5%	0.7%	0.7%	0.5%	0.8%
	Other	2.1%	4.2%	1.8%	3.4%	2.9%	2.9%

Medicaid HMO Enrollees

		FFS	Healthy U	IHC PPN	Molina	UT Medicaid HMO Average
Overall Health Status	Excellent	10%	8%	9%	8%	9%
	Very good	21%	17%	17%	21%	19%
	Good	28%	30%	34%	29%	30%
	Fair	27%	31%	27%	27%	28%
	Poor	14%	14%	13%	15%	14%
Age	18 to 34	41%	26%	43%	39%	37%
	35 to 44	17%	19%	17%	17%	18%
	45 to 54	13%	18%	13%	15%	15%
	55 to 64	14%	13%	10%	11%	12%
	65 or older	15%	24%	18%	18%	19%
Gender	Male	26%	32%	22%	21%	25%
	Female	74%	68%	78%	79%	75%
Education	Less than high school	22%	28%	25%	31%	26%
	HS diploma or GED	35%	34%	42%	40%	38%
	Some college	35%	26%	27%	24%	28%
	4 year degree or higher	8%	12%	7%	5%	8%
Race*	White	82.4%	81.2%	85.5%	77.2%	81.6%
	Hispanic	6.0%	13.5%	11.6%	12.2%	10.8%
	Black or African-American	1.5%	4.1%	1.4%	2.1%	2.3%
	Asian	0.8%	3.3%	3.1%	8.4%	3.9%
	Native Hawaiian or Pacific Islndr	0.9%	0.8%	1.7%	1.3%	1.2%
	Amer Indian or Alaska Native	9.9%	3.5%	1.7%	2.7%	4.4%
	Other	4.5%	7.2%	6.7%	8.2%	6.6%

* Percentages do not sum to 100% since respondents were allowed to mark more than one category

Survey Questions Used for Composites

Survey Questions Used for Composites

Each CAHPS performance measure (composite) is made up of two to four questions related to the topic. The individual questions used to calculate each composite are listed here.

Getting Care Quickly

“How often...” (Always, Usually, Sometimes, Never):

- ☐ did you get the help or advice you needed, when you called during regular office hours?
- ☐ did you get an appointment for health care as soon as you wanted?
- ☐ did you get care as soon as you wanted when you needed care right away for an illness, injury or condition?
- ☐ were you taken to the exam room within 15 minutes of your appointment?

How Well Doctor's Communicate

“How often did doctors or other health providers...” (Always, Usually, Sometimes, Never):

- ☐ listen carefully to you?
- ☐ explain things in a way you could understand?
- ☐ show respect for what you had to say?
- ☐ spend enough time with you?

Courtesy/Helpful Office Staff

“How often...” (Always, Usually, Sometimes, Never):

- ☐ did office staff at a doctor's office or clinic treat you with courtesy and respect?
- ☐ were office staff at a doctor's office or clinic as helpful as you thought they should be?

Claims Processing*

“How often did your health plan...” (Always, Usually, Sometimes, Never):

- ☐ handle your claims in a reasonable time?
- ☐ handle your claims correctly?

Getting Needed Care

“How much of a problem, if any...” (A Big Problem, A Small Problem, Not a Problem):

- ☐ was it to get a personal doctor or nurse you are happy with?
- ☐ was it to see a specialist that you needed to see?
- ☐ was it to get the care, tests or treatment you or a doctor believed necessary?
- ☐ were delays in health care while you waited for approval from your health plan?

Customer Service

“How much of a problem, if any...” (A Big Problem, A Small Problem, Not a Problem):

- ☐ was it to find or understand information in the written materials about your health plan?
- ☐ was it to get the help you needed when you called your health plan's customer service?
- ☐ did you have with paperwork for your health plan?*

* Commercial HMO members only

Acknowledgements

Utah Department of Health
Internet: <http://health.utah.gov>

Executive Director's Office

Scott D. Williams	Executive Director
A. Richard Melton	Deputy Director
Barry E. Nangle	Director, Center for Health Data

Division of Health Care Financing (Utah Medicaid Program)

Michael Deily	Division Director
Julie Olson	Bureau Director
Barbara Christensen	Health Program Manager
Wanda Gutierrez	Quality Improvement Specialist
Darlene Benson	Quality Assurance Specialist

Division of Community and Family Health Services

George Delavan	Division Director
Ladene Larsen	Bureau Director
Nan Streeter	Bureau Director
Richard Bullough	Manager, Arthritis Program

Office of Health Care Statistics

Wu Xu	Director
Lori Brady	IT Analyst I
Keely Cofrin*	HMO Health Program Manager
Paul Hougland	Epidemiologist II
Jinah Lee	IT Analyst I
Mike Martin	Research Analyst III
Carol Masheter	Information Analyst II
John Morgan	Information Analyst Supervisor
Steven Pickard	Research Consultant II
Janet Scarlet	Executive Secretary
Rachele Simmering	Research Assistant II
Norman Thurston	Research Consultant III

Utah Health Data Committee (UHDC)
Internet: <http://health.utah.gov/hda>

Clark B. Hinckley (Chair)	Large Business Representative
Robert P. Huefner (Vice- Chair)	Public Health Representative
Kim Bateman	Physicians Representative
Ronald E. Casper	Small Business Representative
Leslie Frances	Public Health Representative
Terry Haven	Consumer Advocacy Representative
Annette Herman	HMO Representative
Scott Ideson	Third Party Payer Representative
Gail McGuill	Nursing Representative
Sandra L. Peck	Consumer Advocacy Representative
Greg Poulsen	Hospital Representative
Marilyn Tang	Business Representative
Mark E. Towner	Public Interest Representative

* This report was developed and written by Keely Cofrin, formatted by Lori Brady and Jinah Lee, and was reviewed by participating HMOs, members of the Utah Health Data Committee, Office of Health Care Statistics staff, the Utah Department of Health's Executive Director's Office and many other individuals in the Utah Department of Health.

Special thanks to Altius Health Plans, CIGNA Healthcare of Utah, Healthy U, IHC Health Plans, Molina Healthcare of Utah, Regence HealthWise, United Healthcare, and the Utah Medicaid program for their support and participation in this project; thanks to The Myers Group for conducting the consumer satisfaction surveys and assisting with data analysis; thanks also to the Utah Insurance Department for their support of the printing and distribution of this publication.

For more information about this report, contact the Office of Health Care Statistics at (801) 538-7048.

For more copies of this report, visit our website:

http://health.utah.gov/hda/consumer_publications/HmoPerformance2003.pdf